

HS50-OWI-011

REVISION E

EFFECTIVE DATE: September 13, 2007

ORGANIZATIONAL WORK INSTRUCTION

HS50

EMPLOYEE ASSISTANCE PROGRAM

APPROVING
AUTHORITY

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
Danny R. Hightower	Manager	HS50	September 13, 2007

CHECK THE MASTER LIST—
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline	NA	09/30/99	Baseline
Revision	A	07/12/00	Records Paragraph revised and expanded
		05/28/03	Document Review
		05/24/04	Document Review
Revision	B	10/29/04	Revised to bring this directive in compliance with the HQ Rules Review Action (CAITS 04-DA01-0387). Changed under 3. APPLICABLE DOCUMENTS NPD 1830.1 to NPD 1830.1B, NPG 3792.1 to NPR 3792.1A, and NPG 1441.1 to NPR 1441.1D. In 9. RECORDS, changed NPG 1441.1 to read NPR 1441.D. In 9. RECORDS, added Schedule 1-71 after NPR 1441.1D. Changed all "wills" to "shall" where appropriately needed.
Revision	C	03/01/05	OWI changed due to reorganization effective 12/12/04. Office title changed from "Human Resources Department" to "Employee Services and Operations Office" and organization code changed from "CD10" to "HS50."
		03/10/06	Document Review
Revision	D	09/22/2006	Various clerical changes
Revision	E	09/13/2007	Various clerical changes
		07/17/2008	Document Review
		01/26/2009	Document Review

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1. PURPOSE

The purpose of this Organizational Work Instruction, (OWI) is to document the procedure by which the Employee Assistance Program (EAP) Office provides services for employees experiencing emotional stress, mental health disorders, family or relationship difficulties, financial and/or legal concerns, and alcohol or drug abuse problems.

2. APPLICABILITY

This procedure applies to the Employee Assistance Program at the Marshall Space Flight Center.

3. APPLICABLE DOCUMENTS

42 U.S.C. Section 290dd-2 Confidentiality of Records

42 C.F.R. Chapter 1, Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records

NPR 1830.1 NASA Employee Assistance Program

NPR 3792.1 NASA Plan for a Drug-Free Workplace

NPR 1441.1 NASA Records Retention Schedule

4. DEFINITIONS

DFWP – Drug-Free Workplace Program

EAP – Employee Assistance Program

OPM – Office of Personnel Management

5. INSTRUCTIONS

The EAP provides for an initial comprehensive assessment of the employee's or family member's needs, and when indicated, acute crisis intervention, or short-term counseling. Referral shall be made to outside professional service providers for longer term and/or follow-up care as necessary.

The guidelines established in the referenced "Applicable Documents" above shall be adhered to in all matters related to the Employee Assistance Program.

6. NOTES

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The MSFC EAP is required to support the Agency's legally mandated Drug-Free Workplace (DFWP) Program.

7. SAFETY PRECAUTIONS AND WARNING NOTES

The confidentiality of EAP records, relating to alcohol or drug abuse, education, prevention, training, treatment, rehabilitation or research by or concerning a particular employee is protected under 42 U.S.C Section 290dd-2, and implementing regulations at 42 C.F.R Chapter 1, Part 2. Persons who violate these provisions shall be subject to personal liability, including criminal penalties.

8. APPENDICES, DATA, REPORTS, AND FORMS

None

9. RECORDS

Records Type: Case Files Non-Medical
Responsible Party: EAP Coordinator
Location: MSFC Medical Center, Building 4249, Room 126

Records Retention Schedule: The records of all employees served by the EAP may not be accessed without the written permission of the employee except as authorized by Federal law and regulation.

Non-Medical records shall be filed in a lockable file cabinet and maintained for 1 year while active. After deactivation records shall be staged in a separate file drawer for 1 year and then (shredded) destroyed, according to NPR 1441.1 Schedule 1-71. EAP counselors providing direct services to NASA employees are responsible for maintaining aggregate data required for meeting annual OPM and congressional reports and data for compliance with program metrics.

10. TOOLS, EQUIPMENT, AND MATERIALS

None

11. PERSONNEL TRAINING AND CERTIFICATION

Only licensed mental health counselors shall perform EAP counseling. The license shall be valid in the United States but need not be issued by the State of Alabama.

12. FLOW DIAGRAM

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None